Job Description: Peer Supporter (Princess Anne Hospital Southampton)

About the Breastfeeding Network

Background of post

The Breastfeeding Network (BfN) is commissioned by Southampton City Council, Public Health to deliver a universal breastfeeding peer support service in the community; across Southampton City. Southampton Family Hubs commission the breastfeeding peer-support services within the maternity wards of Princess Anne Hospital; where BfN work closely with the NHS Maternity Infant Feeding Team to provide bedside peer-support.

The community service includes delivery of training, supervision and breastfeeding support, as well as implementing a scheme to welcome and support breastfeeding in public. The current community service is primarily daytime, weekday, drop-in groups in Family Hubs and public venues, as well as home visits through the Health Visitor Infant Feeding Team along with ongoing phone and online support. Together with the Hospital Peer Supporters offering weekend and evening breastfeeding support on Princess Anne Hospital’s maternity wards.

This post is to join our Hospital Peer Supporter team for a three hour shift every week providing bedside peer support primarily on the maternity wards.

The service will contribute to improving health outcomes by increasing peer support in the maternity wards and awareness of the broad support available to families in the perinatal and early years’ period. It will enable those people who wish to breastfeed/chestfeed/give humanmilk, to have access to appropriate support regardless of age, ethnic origin, beliefs, gender, sexual orientation, social status and employment status.

# Main duties and work tasks

* Provide support for all families in the community and on the maternity wards who have initiated breastfeeding or wish to
* Listen to parent’s/parents’ concerns and answer questions about breastfeeding
* Offer support with positioning and attachment and provide key information about breastfeeding
* Provide information about the Southampton infant feeding support services and BfN national support (National Breastfeeding Helpline, Drugs in Breastmilk Service and BfN Website)
* To provide information to families and fellow professionals on the Family Hub offer across the city
* To support Southampton City families to engage and register with the Family Hub service
* Encourage parents to go to their local breastfeeding groups and give out the groups’ information
* Ensure the BfN hospital resource store is maintained with up-to-date resources of breastfeeding leaflets, stickers and leaflets on local and national support
* Keep accurate data records to enable evaluation of the service in accordance with BfN’s Information Governance Policy and local processes
* Ensure all data and attendance records are maintained accurately and submitted in a timely manner for reporting purposes
* Refer parents with complex or medical breastfeeding problems to the Infant Feeding Team, Midwives or other Health Professionals on the ward
* Attend Family Hub, Hospital meetings pertaining to the Hospital Peer Supporter role and attend BfN team meetings as appropriate
* Provide support to Volunteer Peer Supporters on the wards and in the community by way of shadowing
* Provide occasional cover for other BfN peer supporters in the hospital
* Build on the existing close relationships with the Hospital; working with management and frontline staff to continually improve the integration of Peer Supporter, systems and pathways so that our work complements maternity staff and creates seamless care for families.
* Work within the Baby Friendly Initiative remit
* Work within the BfN’s Code of Conduct and Information Governance procedures, seeking supervision on a regular basis from a BfN Supervisor to fulfil the requirements of this role
* Liaise with other project staff about updating Family Hub, hospital processes and community support details.
* Maintain up to date knowledge of BfN’s Policies
* Undertake the supervision and training required to maintain peer supporter Level 3 registered status with BfN, and fulfil the requirements and demands of the role
* Participate in regular 1 to 1 meetings (including annual performance reviews if relevant) with the Service Manager
* Keep up to date with personal administration including timesheets, leave forms and shift forward planning schedules

*This is not an exhaustive job description and may be subject to change according to the needs and development of the role. It is expected that the post holder may undertake such other duties as may be reasonably requested.*

Person Specification:

What we are looking for

**The following criteria will be used to help us assess candidates for this role.**

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| **Essential** |
| * Level 2 accredited Helper - peer support training with The Breastfeeding Network (BfN) & have had at least minimum supervision required from your named supervisor. Or equivalent training and prepared to transfer into BfN
* Experience of supporting breastfeeding face to face with parent
* Experience of working in a health or community setting in paid or volunteer capacity
* Knowledge of importance and application of the BfN Code of Conduct
* Knowledge of the BfN Equality and Diversity Policy
* Ability to speak and write fluently in English
* Ability to provide information and support to parents in a non-judgemental fashion.
* Ability to provide an effective ‘hands off’ approach when helping mothers with positioning and attachment
* Ability to follow established processes, organise and manage work independently
* Ability to work effectively as part of a team
* Excellent interpersonal and communication skills
* Ability to work with people from different cultures sensitively
* Ability to keep the confidentiality the parent and their families
* Good IT skills including Word, Excel, email and internet use
* Ability to maintain electronic records and write up notes electronically
* Awareness and commitment to equal opportunities
* Ability to work well with a range of health care professionals
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| **Desirable** |
| * Experience of working with diverse ethnic and social groups
* Experience of volunteering at Princess Anne Hospital with Breastfeeding Network
* Level 3 accredited Breastfeeding Supporter Registration with the BfN or be currently in training to become a Breastfeeding Supporter, or be prepared to sign up to the next Breastfeeding Supporter training course
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